

WWW.SHOUTS.COM

Threat & Error Management Tool

⚠ Consider before heading to site where possible: + Review Site Information in Appian

- W WHERE?**
 - **WHERE** will we be working?
 - Are there any **site conditions** that need to be planned for?
 - Am I in **OK condition** to get there?
- W WHAT?**
 - **WHAT** will we be doing?
- W WEATHER?**
 - What is the **WEATHER** doing?
- STOP!** Are we ok to proceed? Is there anything else we should be doing?
- S SITE**
 - **SITE** is? [Review the specific 'work area(s)']
- H HAZARDS**
 - What **HAZARDS** can we expect to see or create?
- O OTHERS**
 - Are there **OTHERS** on site?
 - If "YES" - What are they doing that could impact us?
- U US**
 - What are we (**US**) doing that could impact our people or others?
- T TOOLS**
 - What **TOOL(s)** do we need and are they in good condition?
 - Do we know how to use it?
- S SAFETY GEAR**
 - What **SAFETY EQUIPMENT** need?
 - Do we have it?
- STOP!** Are we ok to proceed? Is there anything else we should be doing?
- COMMS PLAN**
 - How will **COMMUNICATE** whilst working?
 - What happens if things **changes**?
 - What do we do in an **emergency** or if someone gets hurt?



bai communications

"SHOUTS"

Prestart... done differently

User Guide

Doc ref: HSEQ-GUD-0012
Version: 1.1 29/06/22
Protection: Public
Approver: GM-HSE

Agenda

What topics are covered in this Guide?

Getting Started

- Setting up Quick Reference Cards on my device

“SHOUTS”

- What is it? Why Do it?

Threat & Error Management (TEM)

- Background, Key definitions & Successful Behaviours

Managing HSE Risk @ BAI

- Where does SHOUTS fit?

Managing Activity-level Risk

- How do different tools work together?

Who should use it? and When?

Applying SHOUTS – Process Overview

Explaining the mnemonic

- What does “WWW.SHOUTS.Com” stand for?
- Key questions to consider

Examples of Common Threats

- Common Critical and Other Threats

Working through STOP Points

- What if unsafe to proceed? → 3Rs (Raise, Record, Replan)

Support Material

“SHOUTS” PROGRAM

What is it?

A Take5... with a difference

- Uses a mnemonic (note this is not a website) to help remember key questions and stages = WWW.SHOUTS.COM
- An undocumented “**threat & error management**” (TEM) tool → helps our people identify threats and manage hazards
- Ideal for **planning LOW to MEDIUM risk work** with **small work crews** (i.e. 1 - 4 people)

*It is **not** designed to be our only risk management tool for HIGH risk work*



“SHOUTS” PROGRAM

Why do it?

Duty to keep people safe

- We have a **duty under WHS law** to ensure the health and safety of our people so far as reasonably practical
- This includes providing **appropriate tools for assessing and managing risk**

‘Fit for purpose’ + Focussed on “Safety of Work”

- Create a Fit for Purpose **activity planning tool** that is **easier to use correctly than it is to be worked around**
- We are focussing on the **‘safety of work’**, not introducing ‘safety work’ purely to create an auditable solution
- Challenges traditional mindset that ‘if it not documented it is not done’ and shows **trust in our people** to do their work

W WHERE?

W WHAT?

W WEATHER?

 STOP!
Are we ok to proceed?

S SITE

H HAZARDS

O OTHERS

U US

T TOOLS

S SAFETY GEAR

 STOP!
Are we ok to proceed?

C
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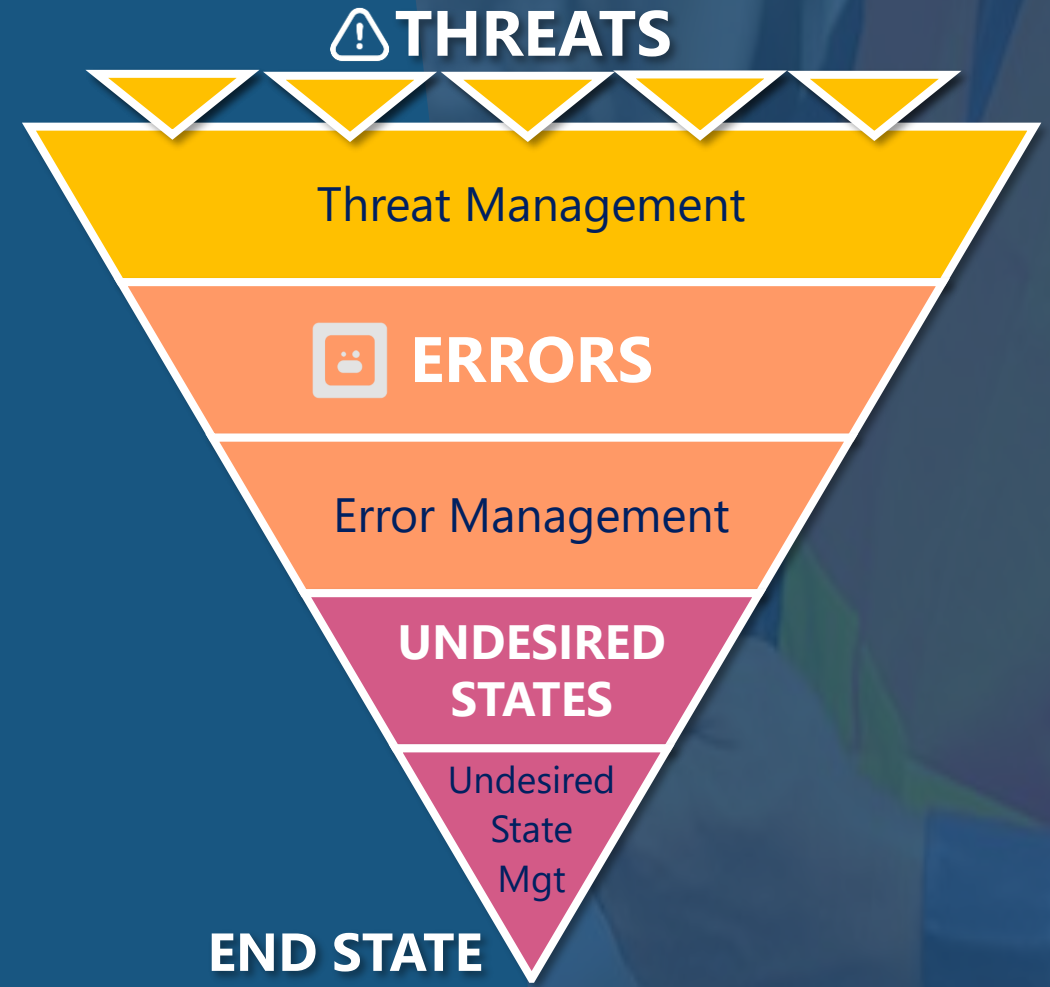
What is “Threat & Error Management” (TEM)

What is TEM?

Concept has been around for over 20 years (mainly Aviation)

GOAL = Maintain safety margins by detecting and responding to...

- events that are likely to cause damage (**THREATS**); +
- mistakes that are most likely to be made (**ERRORS**)



“SHOUTS” PROGRAM

Key Definitions



“THREAT”

= something that **exists in the location, activity, or tools** when we work that can hurt us.

- **EXTERNAL** – *Things like weather, electricity, compromised structure, poor road conditions, EME, mobile plant, night operations*
- **INTERNAL** – *Fatigue, inexperience, impulsive*



“ERROR”

= something that **WE do or don't do** that can hurt us.

- Take eyes of road to check mobile device
- Incorrect set up of fall protection

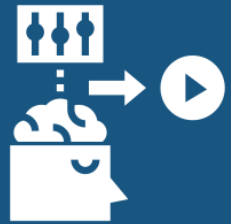
“UNDESIRED STATE”

= a state, condition, or position that **reduces safety margins**

- People in falling object exclusion zone
- Working within “safe approach distance”

“SHOUTS” PROGRAM

Adopt the key Behaviours for effective TEM



KEY BEHAVIOURS

- **Pre-plan to be prepared** – Consider before travelling to site so no surprises
- **Appropriate attitude** – Choose to apply
- **Chronic unease – not complacent** (i.e. Constantly questioning / challenging assumptions; checking change)
- **Manage + modify threat were able to... + Escalating and capturing STOPS**
- **Systematically considering implications of changing environment** to conditions / assumptions / plan

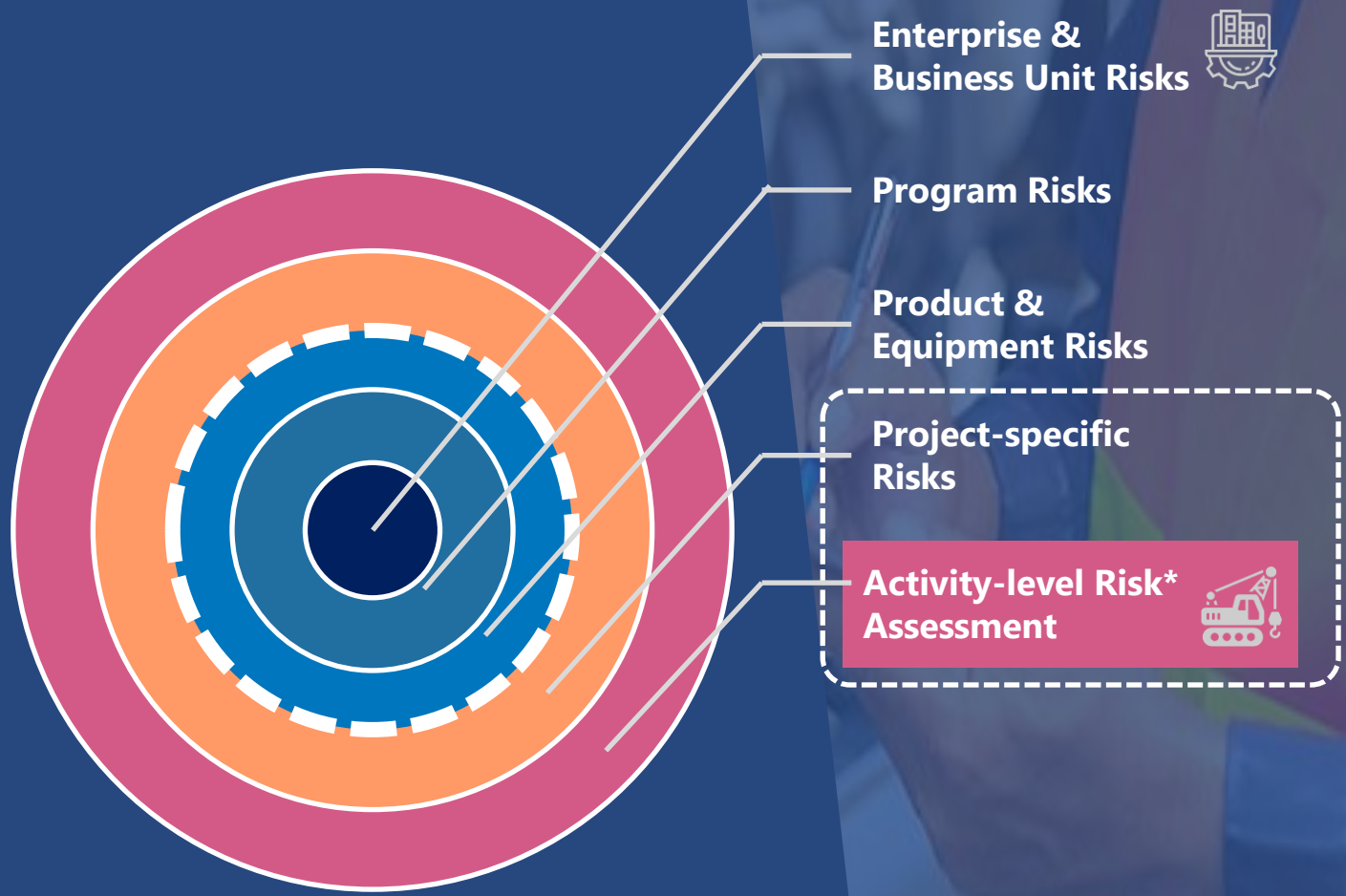
Managing HSE Risk at BAI?

Applying the right tools

We use different **risk assessment methods and tools** to identify and manage HSE Risks at different levels

***ACTIVITIES** vary, based on...

- **COMPLEXITY**
- **RISK**
- **DURATION**



Managing HSE Risk at BAI?

Applying the right tools

COMPLEXITY

Use "SHOUTS" as PRIMARY tool

Use "SHOUTS" to compliment other tools



SIMPLE

COMPLEX

RISK



LOW

HIGH

DURATION



SHORT

LONG

Managing "Activity-Level" Risk

Applying the right tool(s)

	Site Access Request [Appian]	Threat ID & Planning "SHOUTS"	Prestart Form	Activity SWMS	Work Authority / Permit (if required)
LOW to MODERATE RISK TASK Examples: <ul style="list-style-type: none">• Inspections• Grounds maintenance• Generator refuelling 1 to 2 people (Small team) Larger Group or Different Teams		 As sanity check		Apply generic SWMS (where applicable)	AS REQUIRED
HIGH RISK TASK Examples: <ul style="list-style-type: none">• Rigging work• Electrical Work• Crane lifts		 As sanity check			AS REQUIRED

Managing “Activity-Level” Risk

Applying the right tool(s)

Activity Planning

SHOUTS (Take 5)

A simple planning and threat identification tool completed before starting or where change

Prestart Form

A more structured, more formal tool for planning work and defining key controls to manage daily activities

Safe Work Method Statement (SWMS)

Defines steps, hazards and key controls for conducting a specific activity

“SHOUTS” PROGRAM

WHO should use it?

Which BAI Workers?

*It is a simple tool that **EVERYONE** should use...*

PRIMARY USERS = persons who perform field, workshop or deployment tasks

i.e. Broadcast / Communications Techs, Specialists, Team Leaders, Project Supervisors, Asset Managers, Engineers

SECONDARY USERS = Anyone undertaking a low to moderate risk task

First-in Maintainers (FIMs)?

If contractors or FIMs do not have a suitable Take5 tool, they can ask to use “SHOUTS”

This should be discussed with HSE Team and training can be organised

“SHOUTS” PROGRAM

WHEN should it be applied?

Key triggers for performing “SHOUTS”

- Before heading to site
- Before starting work on site
- Before starting a new task
- After breaks
- When a new person arrives on site
- When there’s a change to work environment

"SHOUTS" PROGRAM

'Threat Management' Steps - Basic

1



PLAN THE WORK

- Before heading to site and/or starting...*
- Answer the questions** posed by the mnemonic (WWW.SHOUTS.Com)
 - Improve the plan** as needed

2



IDENTIFY THREATS

- At each "STOP" point –*
- Have you identified any threats that need to be addressed** before work continues?

3



MANAGE THREATS

- Have you identified any **issues/threats that are too large to manage?**
- Do you need to suspend the job to **modify the work?**
- Do you need to **revert to a more formal risk management technique?**

4



REVIEW

Have things changed?

- TRIGGERS TO REVIEW?**
- Before starting a **new task**
 - After breaks**
 - New person** arrives on site
 - When there's a **change to work environment**

“SHOUTS” PROGRAM

Explaining the mnemonic



Consider before heading to site (where applicable)

Review Site Information in Appian

W WHERE?

- **WHERE** will we be working?
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- **Am I in OK condition** to get there?

W WHAT?

- **WHAT** will we be doing?

W WEATHER?


- What is the **WEATHER** doing?

 **STOP**

Are we ok to proceed?
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“SHOUTS” PROGRAM

Explaining the mnemonic

S	SITE	- SITE is? [Review the specific 'work area(s)']
H	HAZARDS	- What HAZARDS can we expect to see or create?
O	OTHERS	- Are there OTHERS on site? <i>If "YES" - What are they doing</i> that could impact us?
U	US	- What are we (US) doing that could impact others? (This includes people, environment and services)
T	TOOLS	- What TOOL(s) do we need and are they in good condition? - Do we know how to use it?
S	SAFETY GEAR	- What SAFETY EQUIPMENT is needed? - Do we have it?
	STOP	Are we ok to proceed? Is there anything else we should be doing?



“SHOUTS” PROGRAM

Explaining the mnemonic

C
O
M

COMMUNICATION
PLAN

- How will we **COMMUNICATE** whilst working?
- What happens if things **change**?
- What do we do in an **emergency** or if someone gets hurt?



“SHOUTS” PROGRAM

Common Threats* – Critical

CRITICAL RISKS THREATS

- Road conditions
- Bushfire rating + precautions
- Changing weather conditions
- Communications coverage

- Other Vehicle hazards (i.e. load size, security, vehicle condition)

- Fatigue/Alertness

- Falling from a height or ladder
- Loose or falling objects

- Electricity/Contact live electrical components
- Overhead Power
- Striking underground services (i.e. digging)
- Services in walls, floors or ceiling

- Moving plant – Crushing, struck by, roll over
- Lifting activities
- Machinery/tools – moving parts, cutting, entanglement, crushing

- Disturbing Asbestos, Lead or PCBs
- EME/RF radiation
- Hot works

**Guidance only – List is not definitive*

“SHOUTS” PROGRAM

Common Threats* - Other

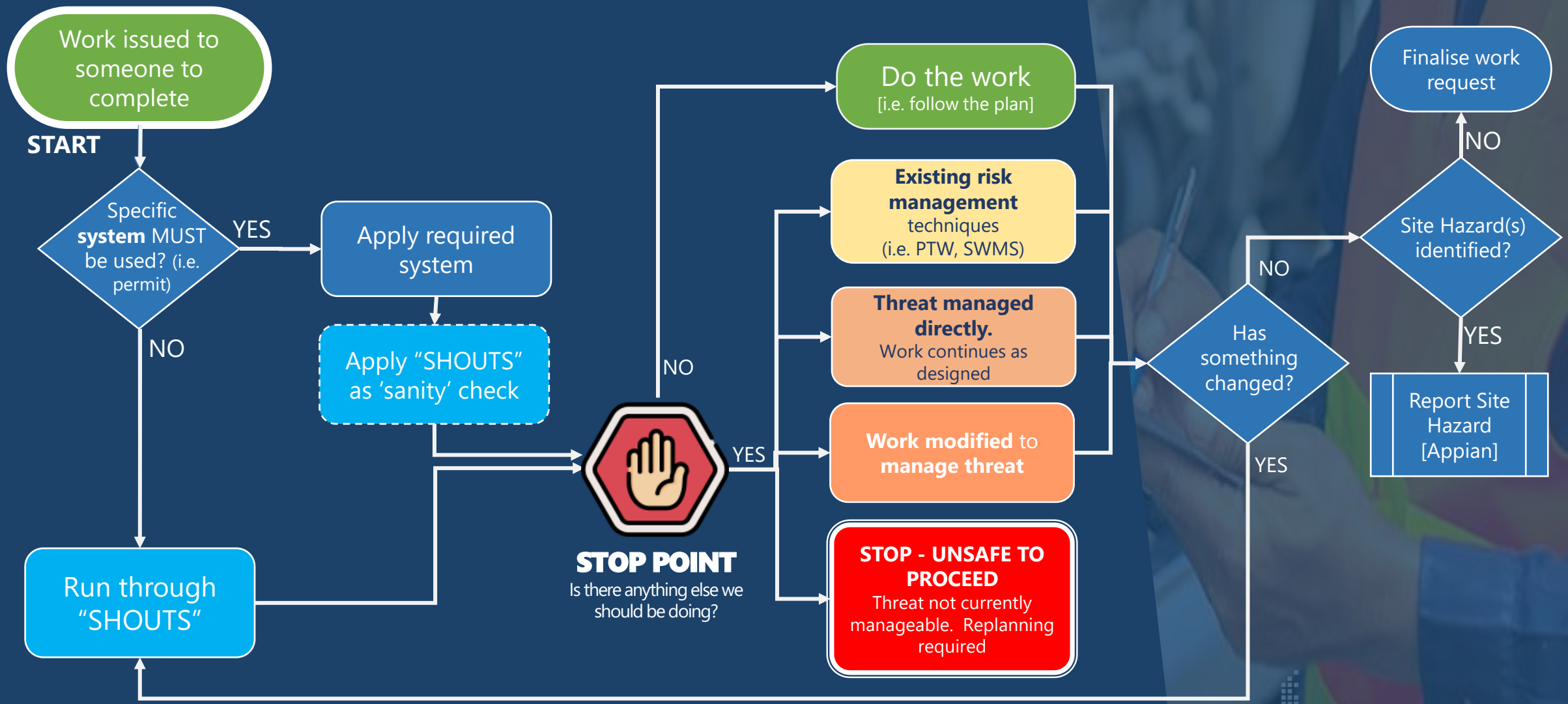
OTHER COMMON THREATS

- Chemicals (i.e. handling fuel, pesticides etc)
- Animals, (i.e. snakes and spiders)
- Falls on the same level
- Stepping, kneeling or sitting on objects
- Hitting stationary or moving objects
- Flying objects/projectiles
- Loud noises
- Systems under pressure
- Heavy or awkward objects
- Awkward postures
- Dusts
- COVID
- Personal safety/aggressive persons
- UV and Heat stress
- Hot/Cold objects or temperatures
- Poor visibility

**Guidance only – List is not definitive*

"SHOUTS" PROGRAM

Working through a STOP Point – Key options



“SHOUTS” PROGRAM

What if I choose to “STOP”? – The 3“R”s



If **UNSAFE** to proceed (i.e. threat not currently manageable)...

= Apply the **3“R”s**

1 RAISE IT

Notify your Supervisor + Discuss options
Escalate to NOCC/SMC if required

2 RECORD IT

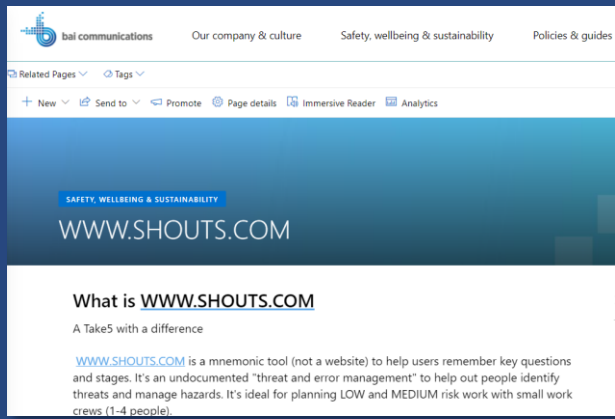
Capture the details in teams chat, email, text, or any other suitable form to a Team Leader, Supervisor or Manager.

Q/ WHY? = Evidence that completed + Enhance communication, collaboration and to help each other to shape acceptable limits

3 REPLAN IT

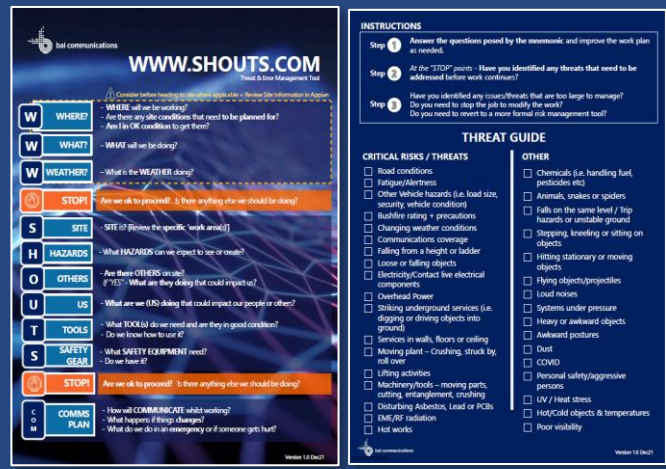
"SHOUTS" PROGRAM

Primary Support Documents



"SHOUTS" SharePoint Page

- Includes:
- Examples of 'Good' SHOUTS (videos)
 - Survey (for feedback)



"SHOUTS" Quick Reference Cards (including instructions)



"SHOUTS" User Guide

 **Contact HSE Team if any queries**

“SHOUTS” PROGRAM

Additional Support & Site Hazard Info

“SHOUTS” Champions

- HSE Team
- Check intranet for list

SHIELD reference library

- Safety Briefs and guidance material on how to manage various site hazards / threats

Site Hazard Information

- **BAI Sites:** APPIAN
- **PSN Sites:** Audicas (TA Builder Section) → TA APPIAN
- **3rd Party Sites:** Refer to site controller system

“SHOUTS” PROGRAM

Getting Started



How do I load “SHOUTS” on my device?



1

CREATE “SHOUTS” ALBUM

Create a new album in the Photo library of your device (i.e. “SHOUTS Tools”)

2

DOWNLOAD ‘QUICK REFERENCE CARDS’

Quick Reference cards can be downloaded from the [SWS “SHOUTS” intranet page](#)

3

SEND + SAVE

Email downloaded reference cards and save them to the “SHOUTS” photo album on your device

4

When using “SHOUTS” – ACCESS ALBUM

Simply open the relevant Quick Reference Card image from the photo album and use as a prompt